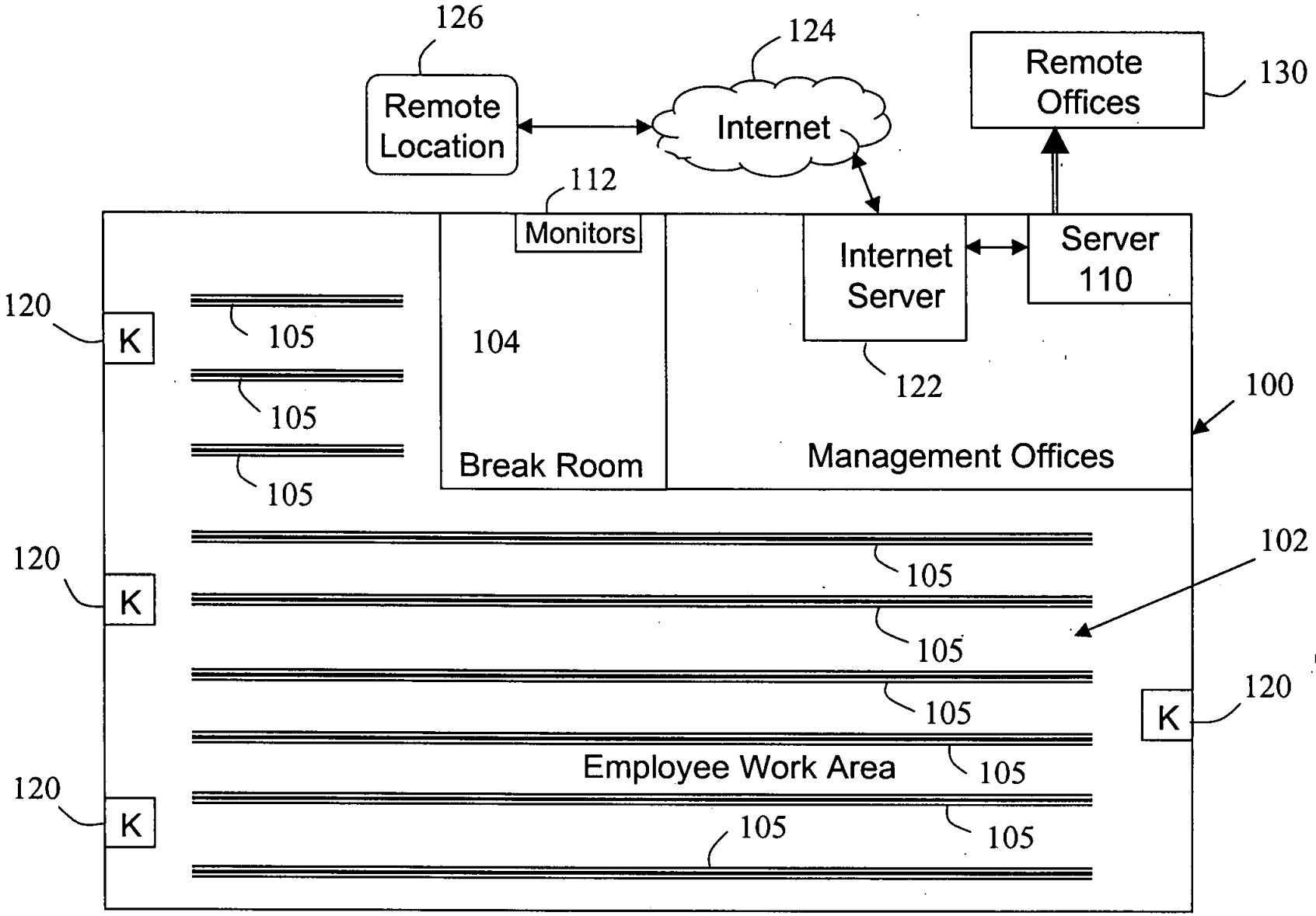

126
Remote Location
124
Internet
Remote Offices
130
112
Monitors
Internet Server
Server 110
120
K
105
104
122
100
Break Room
Management Offices
102
Employee Work Area

Fig. 1

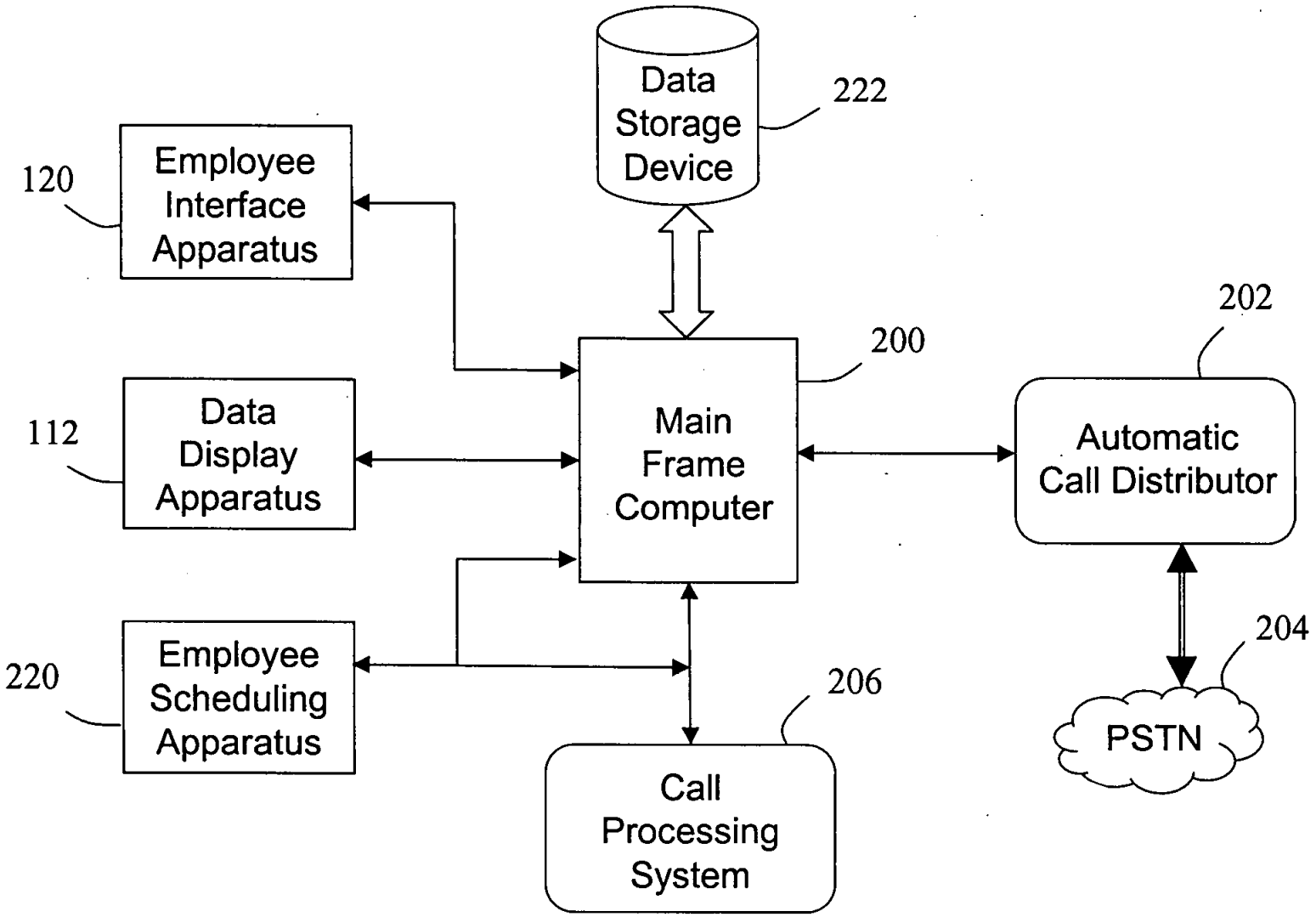

Data Storage Device
222
120
Employee Interface Apparatus
202
200
112
Data Display Apparatus
Main Frame Computer
Automatic Call Distributor
204
220
Employee Scheduling Apparatus
206
PSTN
Call Processing System

Fig. 2

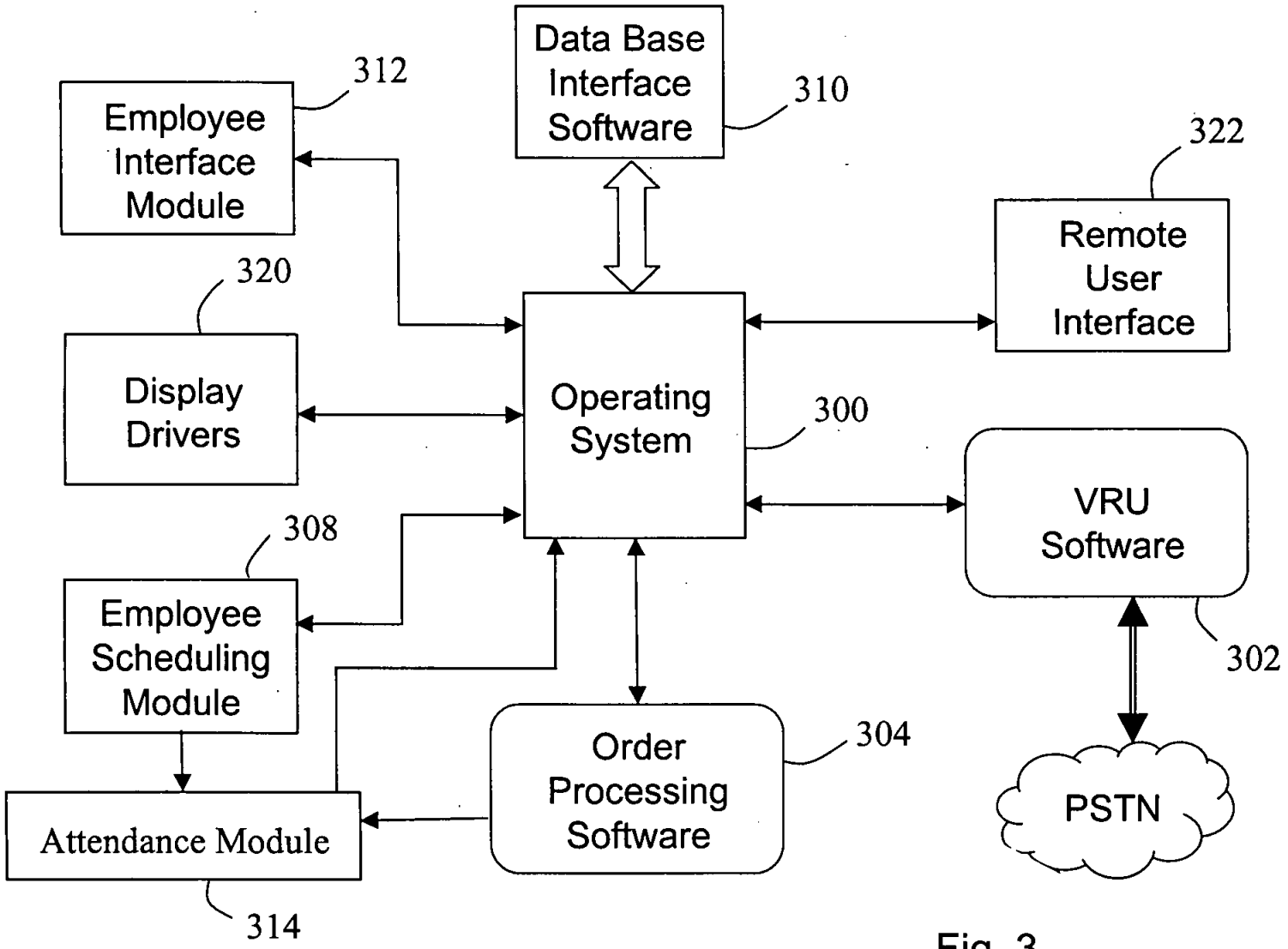

Data Base Interface Software
310
312
Employee Interface Module
322
Remote User Interface
320
Display Drivers
Operating System
300
VRU Software
308
Employee Scheduling Module
302
304
Order Processing Software
PSTN
Attendance Module
314

Fig. 3

DOCUMENT CONTROL

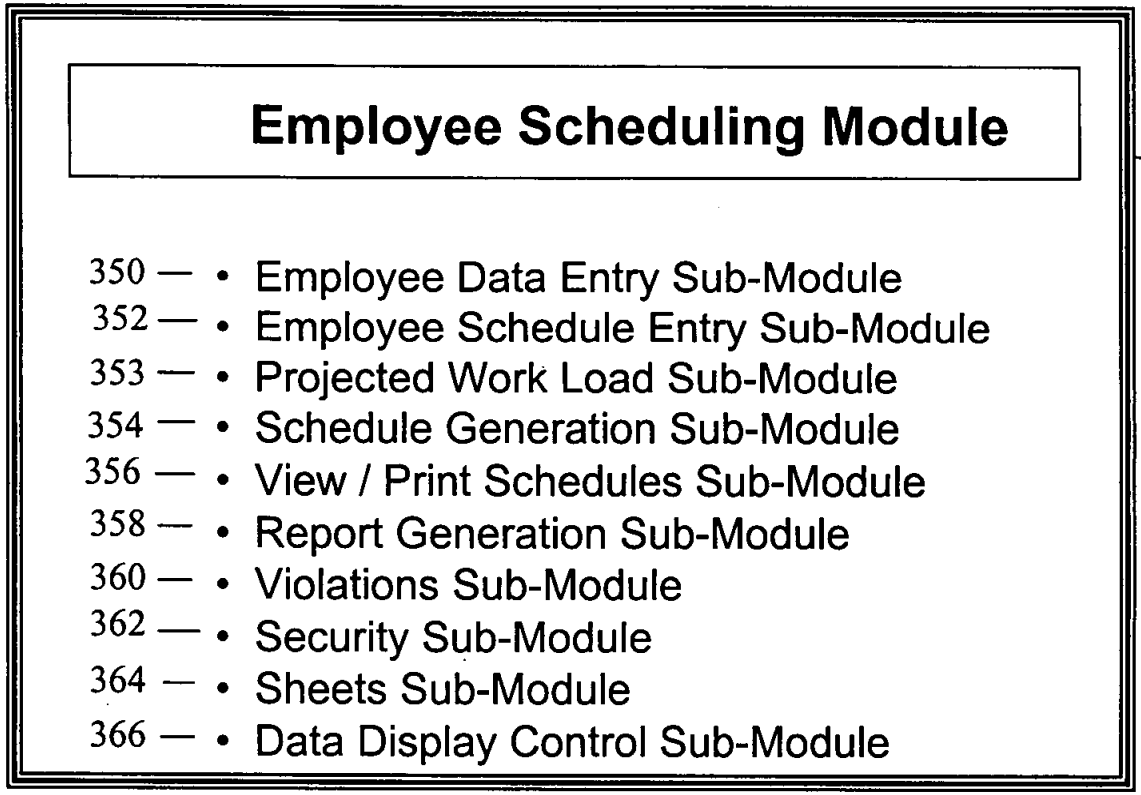


Fig. 4

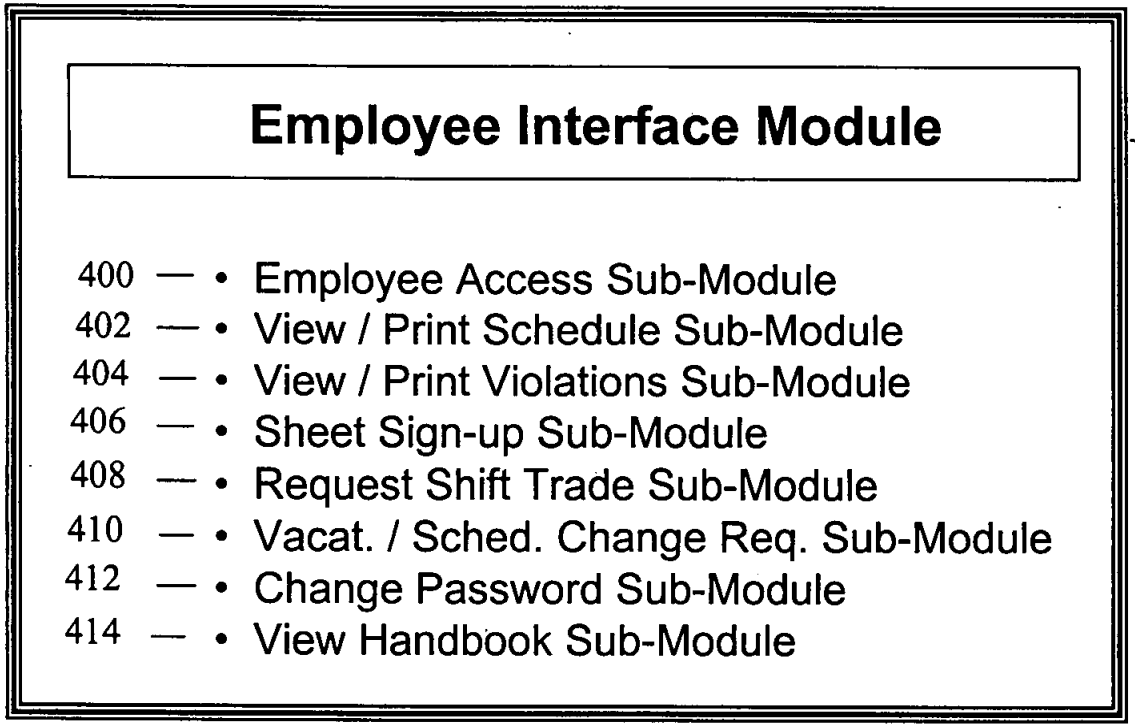

Employee Interface Module
312
400 — • Employee Access Sub-Module
402 — • View / Print Schedule Sub-Module
404 — • View / Print Violations Sub-Module
406 — • Sheet Sign-up Sub-Module
408 — • Request Shift Trade Sub-Module
410 — • Vacat. / Sched. Change Req. Sub-Module
412 — • Change Password Sub-Module
414 — • View Handbook Sub-Module

Fig. 5

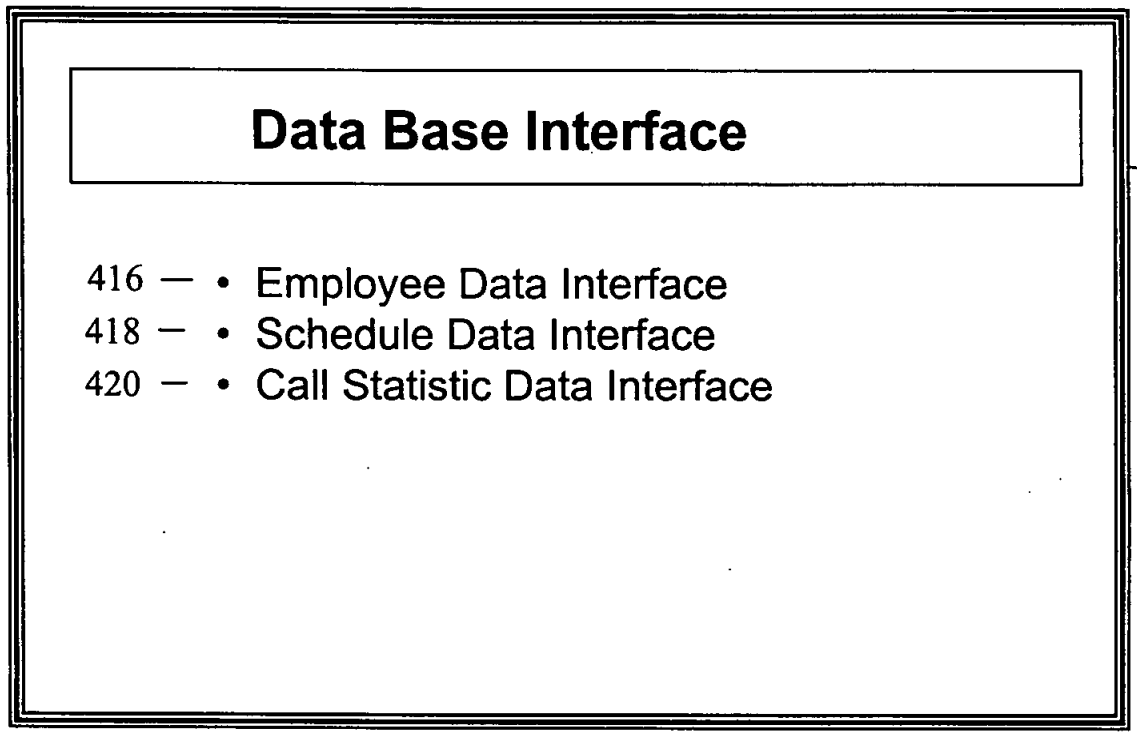

Data Base Interface
310
416 — • Employee Data Interface
418 — • Schedule Data Interface
420 — • Call Statistic Data Interface

Fig. 6

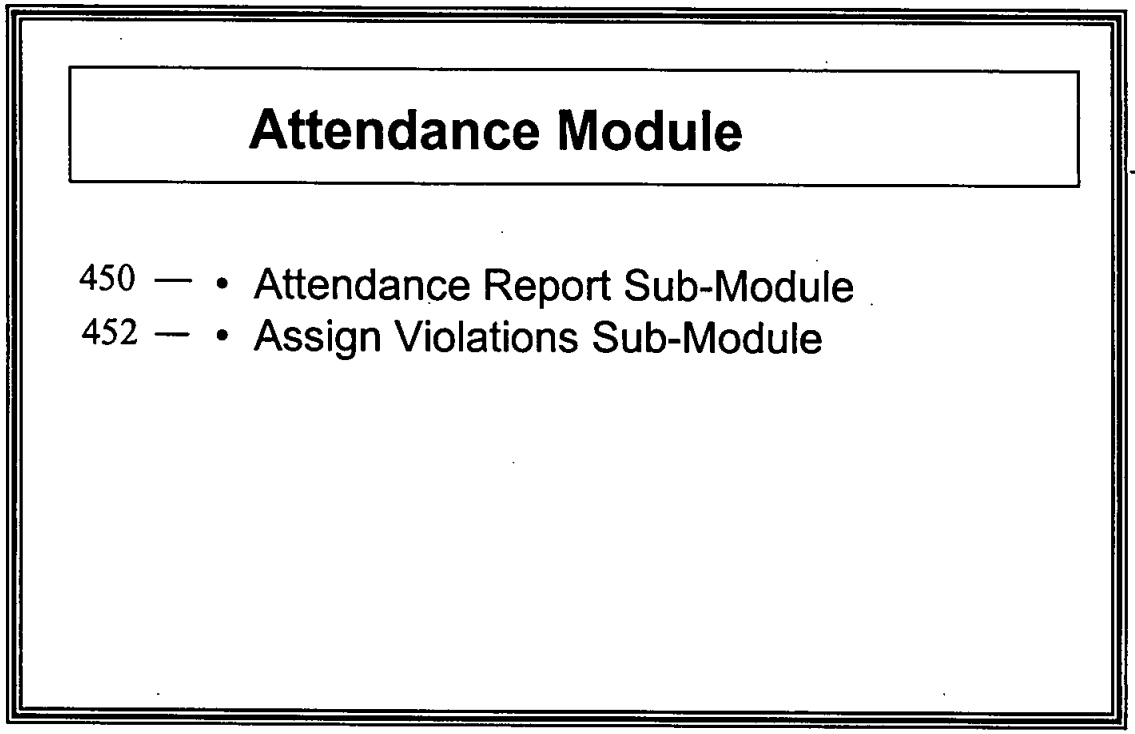

Attendance Module
314
450 — • Attendance Report Sub-Module
452 — • Assign Violations Sub-Module

Fig. 7

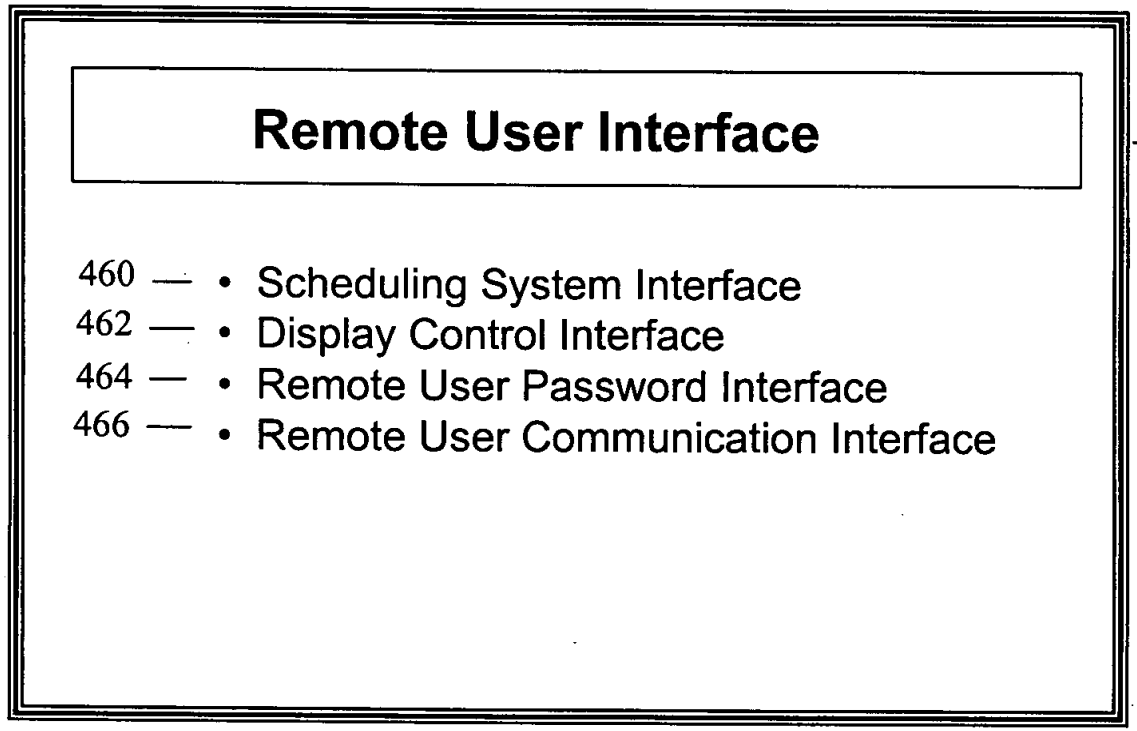
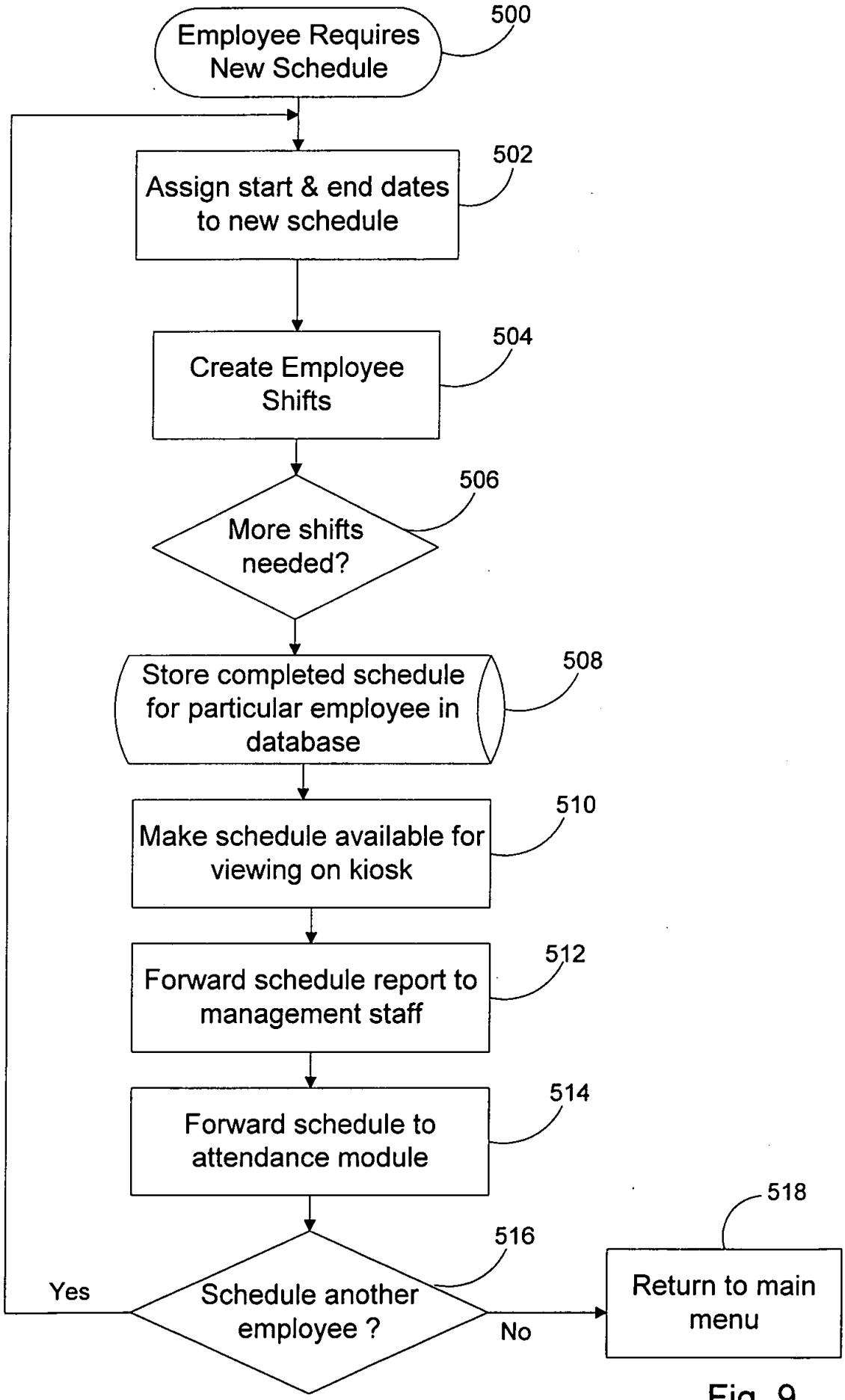

Remote User Interface
322
460
• Scheduling System Interface
462
• Display Control Interface
464
• Remote User Password Interface
466
• Remote User Communication Interface

Fig. 8



Author: C. Todd Cook
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Fig. 9

Data Distribution through Kiosks

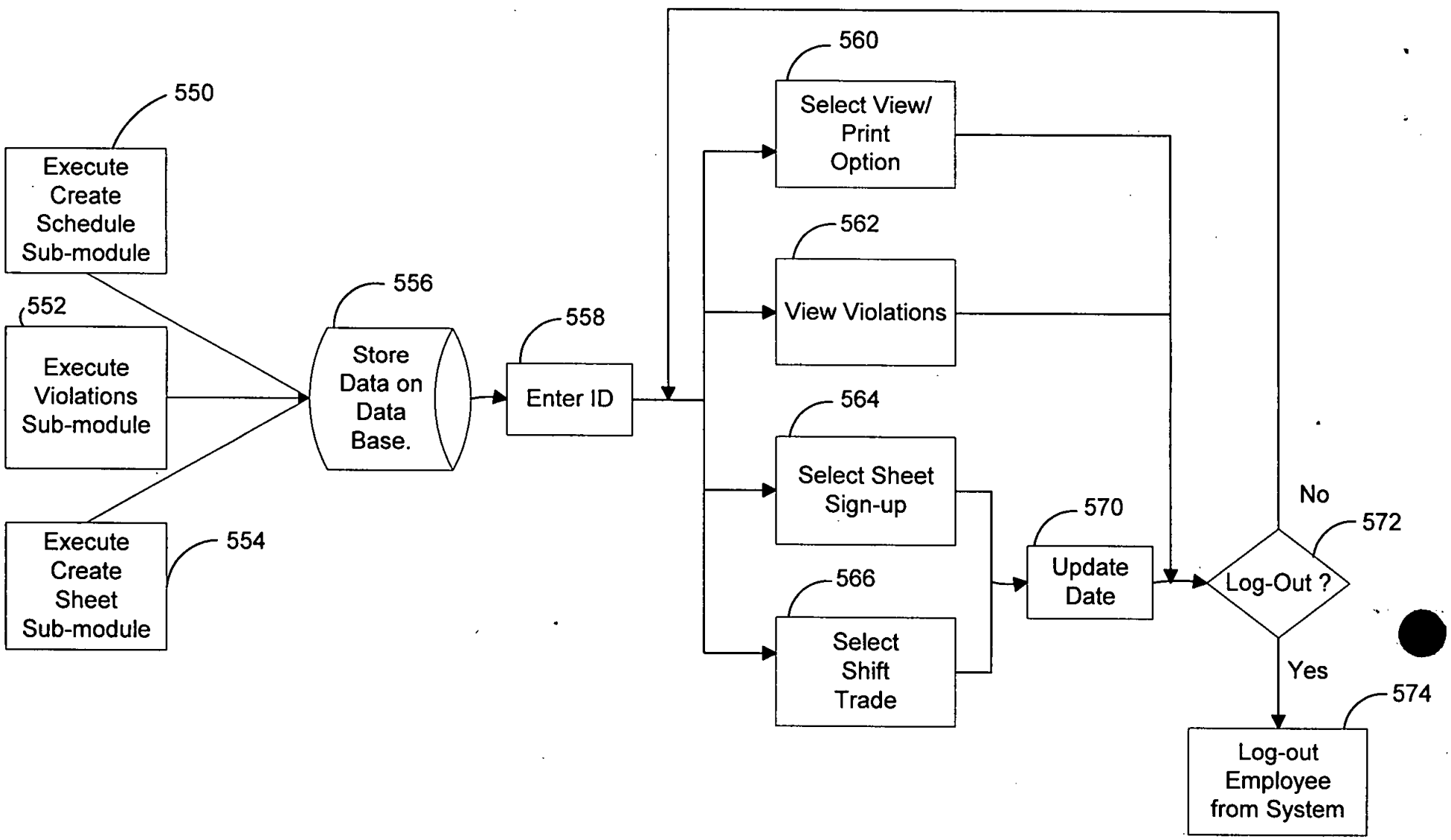

Fig. 10

Sheet Signup Process

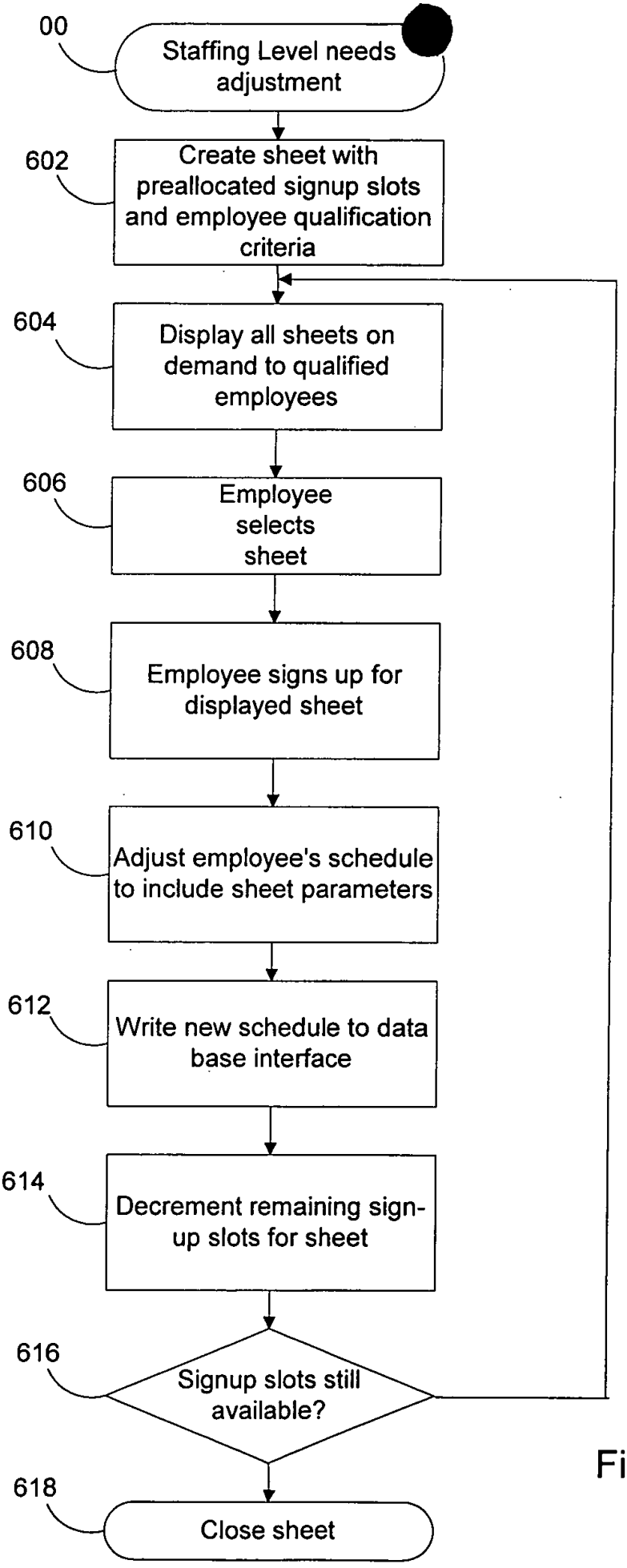

Fig. 11

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Shift Trades

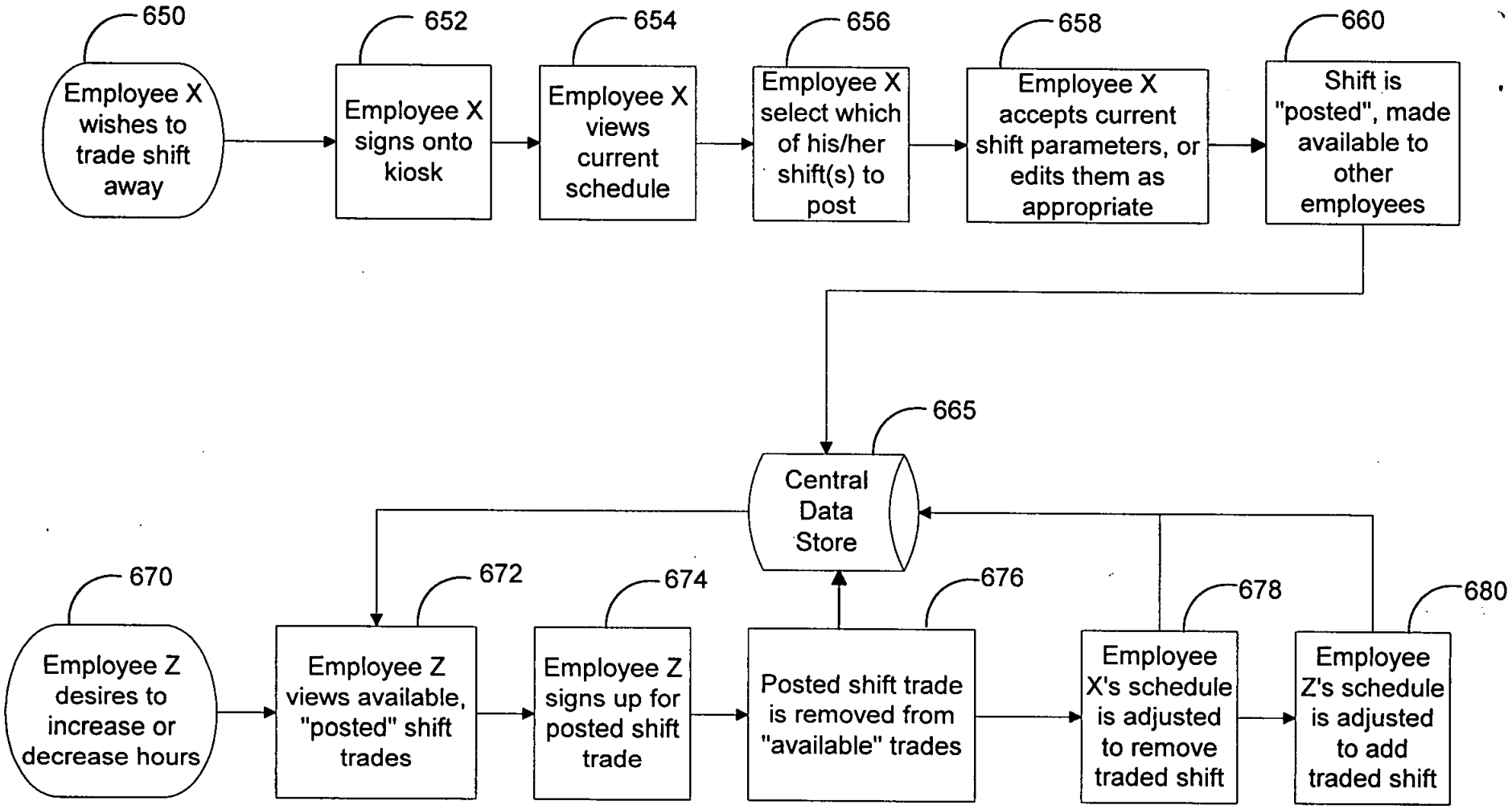

Fig. 12

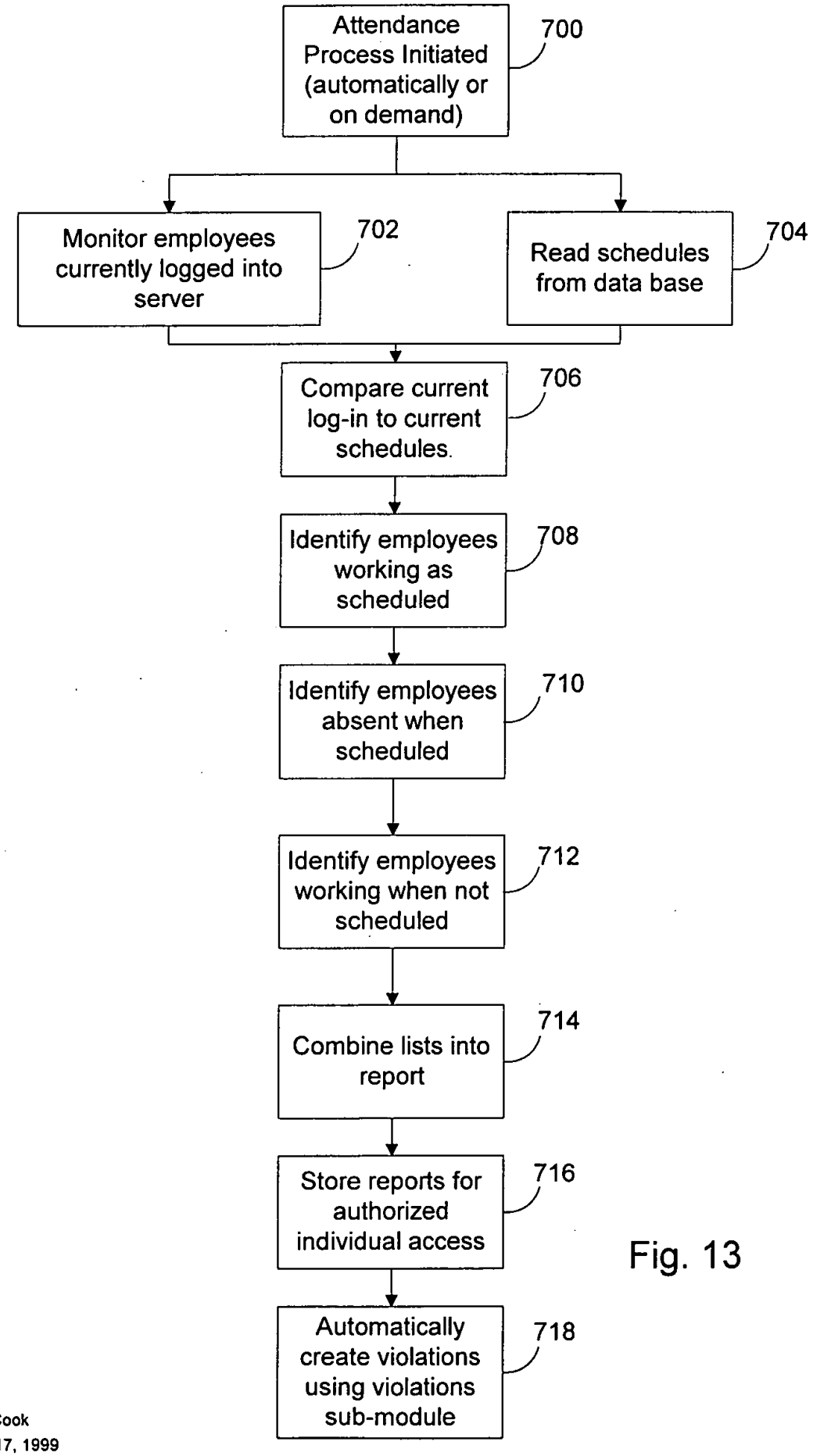

Fig. 13

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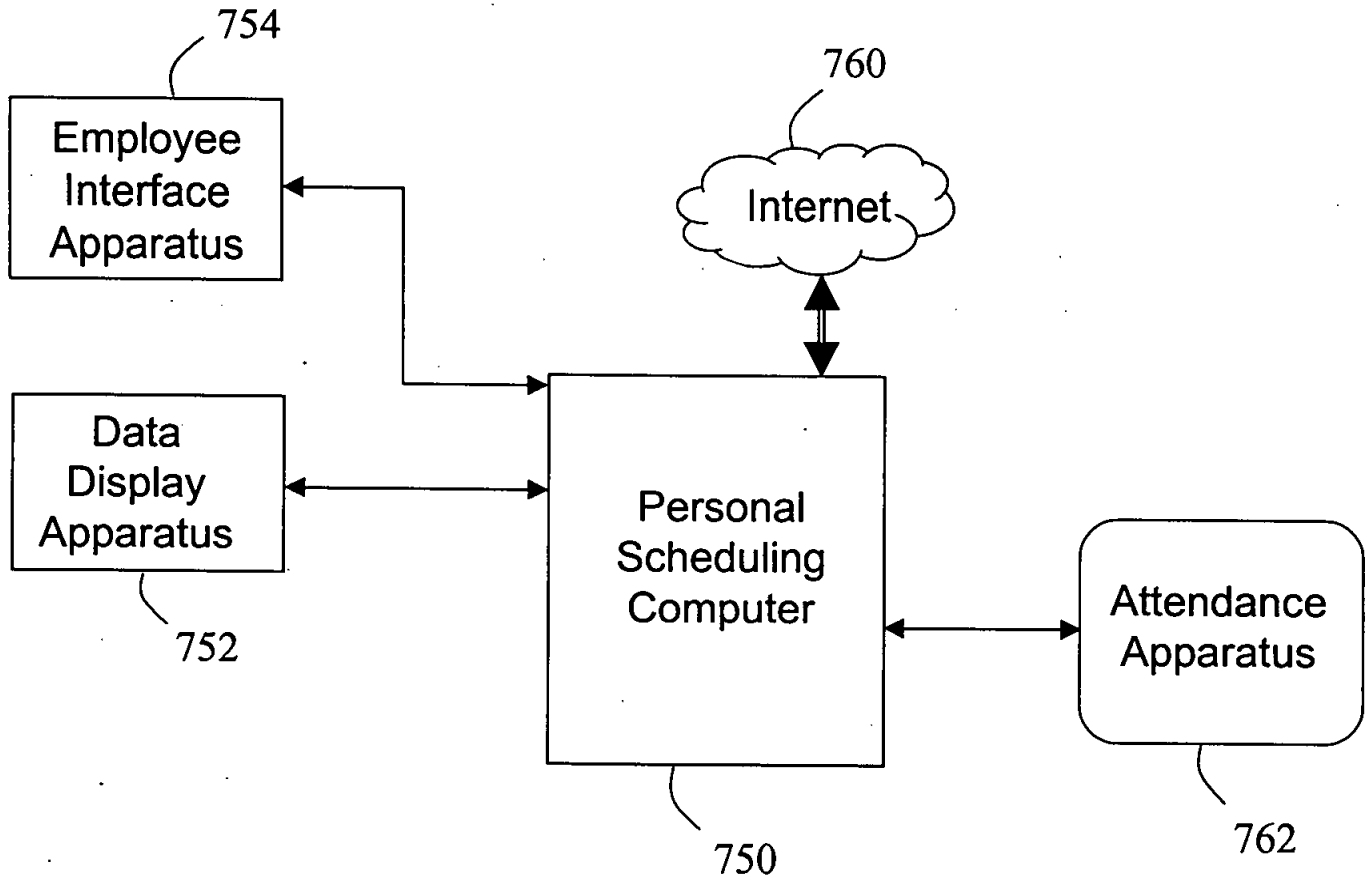
754
Employee Interface Apparatus
760
Internet
Data Display Apparatus
752
Personal Scheduling Computer
750
Attendance Apparatus
762

Fig. 14